

## Job Description

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| <b>Job Title:</b>    | Senior Program Lead    |
| <b>Job Category:</b> | Specialist/ Management |
| <b>Reports to:</b>   | Director               |

### SUMMARY

The Senior Program Lead is responsible for leading the development and implementation of HEC's programs and initiatives with responsibility for the following major activities: (1) designing and delivering critical paths, processes, tools, and methods related to HEC's programs and initiatives; (2) undertaking and providing oversight for evaluation, policy analysis and knowledge product development and dissemination; and (3) relationship management with partners and program participants. The Senior Program Lead is a management role, with signing (budget) authority and may have responsibility for staff supervision and oversight of external contractors (e.g., faculty, coaches, advisors). The Senior Program Lead is expected to operate with a high degree of autonomy and represent HEC at external events to promote and share the vision, mission, and work of Healthcare Excellence Canada.

### DUTIES & RESPONSIBILITIES

- Leads the design, delivery, and analysis of key components of the programs (e.g., structure, curriculum, modalities, partner relationships, presence and outreach strategy, budget, evaluation, and analysis).
- Acts as a cross-organizational liaison to meet HEC program goals and contribute to other HEC strategic areas.
- Leads and manages HEC programs to ensure deliverables and timelines are on track.
- Identifies, creates, represents, distributes, and enables adoption of best practices, policy insights and proven innovations.
- Creates and manages relationships with provincial, territorial, and regional partners.
- Leads and manages environmental scans to support the identification, design, and delivery of programs.
- Establishes strong working relationships with relevant policy, administrative, clinical health system, and other partners, and coordinates local engagement processes to inform and facilitate healthcare improvement.
- Develops and maintains expertise on approaches to the critical appraisal, compilation, summary and/or synthesis of evidence, priority analysis, and promising healthcare improvement cases.

- Provides oversight for the evaluation and analysis of programs in partnership with HEC's evaluation team.
- Leads, develops, and implements initiatives that contribute to evidence-informed improvement and policy changes in healthcare.
- Develops and maintains expertise on relevant methods and activities (e.g., adult learning principles) and knowledge of best/leading practices on healthcare improvement.
- Work in partnership with HEC's Communications & Marketing team to promote safe, quality care, programs, knowledge products and resources.
- Provides the Director, and others as required, with a comprehensive understanding and reporting of operational issues within the portfolio.
- May provide day-to-day supervision of staff including overseeing the work and their performance, providing coaching/mentoring, monitoring progress, and providing advice.
- Is accountable for the day-to-day management of the budget and resources for program delivery and for the completion of monthly progress reporting.
- Provide education, teaching, mentoring and/ or coaching to teams/ program participants, as necessary.
- Periodically acts as back-up to the Program Lead or Director.
- Other duties as assigned.

## **EDUCATION & EXPERIENCE**

- Master's degree in healthcare improvement, health policy, public administration, public health, epidemiology, health policy, community health, or a related field is required.
- Minimum five (5) years of progressive experience in a similar function is required, including at least three (3) years in a supervisory/management role, preferably in a healthcare delivery organization or a not-for-profit organization.
- Bilingual in French and English is preferred (English communication skills at Advanced "C" level required).
- Advanced computer software skills in Microsoft Office suite and virtual environment are required.
- Demonstrated ability working in health and healthcare, particularly quality improvement, or patient safety is required.
- Demonstrated ability to translate clinical and quality improvement knowledge into useful tools that facilitate healthcare improvement implementation is required.

## SKILLS & COMPETENCIES

- Inclusive leadership style and highly developed people management skills.
- Ability to foster strong internal and external relationships.
- Highly developed interpersonal and problem-solving skills.
- Excellent project management skills including the ability to plan and the ability to collaborate with other teams and across the organization.
- Excellent oral and written communication skills.
- Demonstrated time management skills. Well organized and attentive to detail.
- Professional tact and diplomacy and confidentiality required.
- Ability to work well in a dynamic and highly motivated team.

## MANAGEMENT/SUPERVISORY AND ADVISORY RESPONSIBILITY

Direct Supervision: May have direct reports.

Provides functional advice: Demonstrate leadership and make recommendations for improvement at HEC, including contributing to the development of relevant HEC policies where necessary. Provide strategic advice and guidance on all aspects of programming. Provide advice, recommendations, and action plans to the Director. Work closely with senior staff and collaborate with colleagues in other areas to identify synergies and opportunities for collaboration.

## CONTACTS

Internal: Establishes and maintains effective relationships with all employees at all levels.

External: Establishes and maintains effective relationships with external partners. Leads and/or liaises and participates in communities of practice and external stakeholders (e.g., other PCHOs, other healthcare organizations).

## EFFORT & WORKING CONDITIONS

Effort: Regularly required to manage several tasks simultaneously over an extended period, and juggle multiple competing priorities with occasional urgent situations. High degree of concentration and focused thinking/analysis. Extensive reading, scanning, and independent learning required.

Working conditions: May be required to engage in local or overnight travel. Is required to occasionally extend hours of work to meet work demands and occasionally expected to work evenings and weekends during peak periods. Frequently interrupted.